



# Bihar School Examination Board

Sinha Library Road, Patna-800017

## NOTICE INVITIG SHORT TERM e-TENDER

(Through e-procurement mode only over <https://www.eproc.bihar.gov.in>)

Tender Notice No- PR-348/2019

Bihar School Examination Board, Patna invites e-tenders under two bid systems from the reputed, experienced & technologically sound Firms /Companies/ Agencies/ Societies having adequate infrastructure and Experience of handling the works of “Automated Document Management System and Database management.”

Sl No.	Scope of work	Cost of tender document (In Rupees)	Tender processing Fee (Non Refundable) (inclusive of GST @18.00%) to be paid through e-payment mode (i.e. NEFT/RTGS/, Credit Card/ Debit card) (in Rupees)	Earnest Money (In Rupees)
1	2	3	4	5
1.	Design, development & implementation of Automated Document Management System integrated with Examination record and Database restructuring.	5,000 (Five Thousand rupees only )	1,180 (One Thousand One Hundred Eighty rupees only )	1,00,000 (One Lakh rupees only)

### Tender Schedule/ Programme:

Sl. No.	Date and Time for Activity	Date/Time: Duration
1.	Online Sale/Download date of Tender documents	From : 18/08/2019 (11:00 Hrs.) to 03/09/2019 (12:59 Hrs.) ( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> )
2.	Pre-bid meeting	22/08/2019 at 11:30 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
3.	Last Date/ Time for submission/ uploading of offer/ Bid	03/09/2019 upto 13:00 Hrs. ( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> )
4.	Submission of form fee & EMD in Hard copy/ Original	03/09/2019 upto 13:30 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
5.	Date & time for opening of Technical Bid	03/09/2019 upto 14:00 Hrs ( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> ) (Bihar School Examination Board, Sinha Library Road, Patna-800017)

6.	Financial Bid Opening Date and Time	Date to be announced later by competent authority.
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- Detailed descriptions of the items and instructions for submitting your offer can be downloaded from e-tender website (<https://www.eproc.bihar.gov.in>).
- For support related to e-tendering process, Bidders may contact at “e- Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna-800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the link “Vendor Info” at (<https://www.eproc.bihar.gov.in>).
- Corrigendum / Addendum, if any, will be published on e-Procurement Portal , Bihar <https://www.eproc.bihar.gov.in> itself.
- **Contact Details:** Sh. Jai Kishore Singh, Nodal officer - +91 6299923095, E-Mail ID – eproc.bseb@gmail.com
- **Note:** - Bihar school Examination Board reserves the right to accept/reject/reschedule any or all tenders without assigning any reasons.

**Secretary**

**Bihar School Examination Board**

## **SECTION-I**

### **REQUEST FOR PROPOSAL**

This tender is floated for **Selection of Agency for design, development & implementation of Automated Document Management System integrated with Examination record and Database re-structuring** of Matric, Intermediate and other examinations held by BSEB. The Project involves Document management of Students who passed in Matric and Inter examinations in state of Bihar. The approved agency will be required to carry out the work without any error to provide error-free document management besides bringing in efficiency and effectiveness in record keeping through greater transparency, accountability, responsiveness and accessibility.

## **SECTION-II**

### **INSTRUCTIONS TO BIDDERS**

#### **1. Details of Works:**

Details of works are given in **Scope of Work**.

**Standing instructions for bidders for e-tendering submission on <https://www.eproc.bihar.gov>**

- i. The bidder shall submit his bid/tender on e-Procurement platform at [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in)
- ii. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
- iii. Tender Processing Fee (TPF) amount of Rs 1180/- to be paid through e-Payment mode (i.e. NEFT / RTGS, Credit / Debit Card) only.
- iv. For participation in this tender, prospective bidders are required to register themselves on the portal. Bidders will require valid Class-III digital signature certificates for submitting their bids. Bidders may avail training for online tendering as per instructions available on the website.
- v. Bidders shall submit their bids online through the portal.
- vi. Bids will not be accepted by any other mode (post/ by hand/ email/ fax etc) except otherwise explicitly specified. Documents uploaded on the portal will only be considered for evaluation.
- vii. Bidders must ensure that PDF files uploaded on the portal are not corrupted. Bidders must open all PDF documents and ascertain that these are not corrupted. Corrupted documents will be treated as documents not available.
- viii. For support related to e-tendering process, bidders may contact at following address “e-Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the <https://www.eproc.bihar.gov.in>

#### **2. Eligibility Conditions (Qualification Criteria)**

The bidder must fulfill the following Qualification Criteria / Eligibility Conditions

This tender is floated **design, development & implementation of Automated Document Management System integrated with Examination record and Database re-structuring.**

- i) The bidder must submit the Non-refundable Tender Document fee of Rs. 5000/- in the

form of e-payment at e-proc website. The bidder must deposit the required amount of EMD in the form of Demand Draft of nationalized bank in favour of – Secretary, Bihar School Examination Board, Patna, along with the bid document submission or e-Payment Mode.

- ii) One self-attested recent passport size photograph of the Bidders or the authorized person of the bidder, with name, with designation, address, email Id, fax no & telephone no etc. mentioned on a separate paper must be furnished while submitting the e-Tender online. If the bidder is a Partnership Firm, then the name, designation, address & office telephone no of Director/Partner is to be mentioned on a separate paper and must be furnished while submitting the e-Tender online.
- iii) The bidder should be a proprietary/partnership firm, a trust/society, software development/ I.T service / ITeS company Registered under Companies Act 1956.
- iv) The bidder must submit an undertaking on a stamp paper of Rs (as applicable)- as per the given format in **Annexure-3**.
- v) The bidder must have GST Number (Registration Number of the Firm/ Company/ Agency) PAN of Firm/ Company/ Agency/ Society.
- vi) The Firm/Company/Agency must have ISO 9001:2008 & 27001 or latest certificate.
- vii) The Firm/ Company/ Agency must have CMMi-3 or above certificate from concerned cmmi authority.
- viii) The Bidder's Average Annual Turnover (AAT) during for any last three financial years out of four financial years (2015-16, 2016-2017, 2017-2018 and 2018-19) should be at least Rs. 5 (Five) Crores or more in the relevant/IT related field only. Copies of IT returns for any three financial years (2015-2016, 2016-2017, 2017-2018 and 2018-2019) are to be enclosed in the Technical Bid.
- ix) The bidder must have completed **One project of Document Management System/ Enterprise Resource Planning of contract value at least Rs 1 (one) crore and minimum 1 lakh records transaction in the last 5 (Five) years** (2014-15, 2015-16, 2016-2017, 2017-2018 and 2018-19) in any Government department (Central/State), University (Central/State), PSU, Examination Board (Central/State) or any Public Service Commission.

OR

- The Bidder must submit self-certified copy of full/partially completion of two ERP/Similar Projects each of contract value at least Rs 1 (one) crores and also payment certificate from competent Authority of concerned Department of at least 50% of contract value of two projects, each of at least Rs 50 (fifty) lakhs and 50,000 records transactions in any Government department (Central/State), University (Central/State), PSU, Examination Board (Central/State) or any Public Service Commission.
- x) The Bidders should neither have been Debarred/blacklisted for the last 5 years by the Central/State/Govt. Department/ Universities/Educational Institutions/ Organization etc.

- xi) Consortium Partners are not permitted. Number of bidder should be one.

**Similar nature means: Document management system/ Enterprise Resource Planning must have different level of user management, payment gateway integration, HR module, Inventory module, Account Module, ticket management in single project.**

**3. Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of the bid. Board will in no case be responsible for these costs regardless of the conduct or outcome of the bidding process.

- 4.** Copy of Documents required to be submitted for establishing Bidders Eligibility and Qualifications.
- 5.** The sealed cover of technical bid should consist of the following Documents: -
- (i) Tender Document fee and Earnest Money Deposit (EMD) for the amount in the form of Demand Draft in favour of – Secretary, Bihar School Examination Board, Patna.
  - (ii) Self-attested one recent passport size photograph (s) of the Bidder or the Authorized person or person (s) of the firm/Company/Agency with Name, Designation, Office/Residential address and office Telephone Number, whether the bidder is a sole proprietor/ Partnership Firm and if Partnership firm, Name, Addresses and Telephone Number of Directors/Partners must be furnished and enclosed.
  - (iii) Partnership Deed in case of Partnership firm. The bidder must enclose the Articles of Association (In case of Company), by laws and Certificate of Registration (In case of Registered Co-operative Society).
  - (iv) An undertaking on as Stamp Paper of Rs. (as applicable)- as per the given format in **Annexure-3**.
  - (v) Self-Attested copy of PAN Card, GST Registration.
  - (vi) Self-Attested copy of ISO Certification.
  - (vii) Self-Attested copies of Annual Income Tax Returns of Previous any 3 years out of last four financial years (2015-16, 2016-2017, 2017-2018 and 2018-19) financial years.
  - (viii) Proof of Satisfactorily Performance execution of similar works as specified in the eligibility criteria.
  - (ix) An Affidavit that the Firm/Company/Agency/Society has not been debarred and/or Blacklisted in the last five years.

6. **Amendment to Bid Document**

- i) At any time, prior to the date of submission of bid, The Board may, for any reason whether at its own initiative or in response to a clarification required by a prospective bidder, modify the bid documents by amendments.
- ii) Any amendment/addendum in the website (<https://www.eproc.bihar.gov.in>) only and this amendment /correction will be binding.

7. **Undertaking (Bid Form)**

The bidder shall complete the undertaking (Bid Form) and the appropriate price schedule furnished in the bid document covering the services to be rendered and price schedule Technical and Financial Bid.

8. **Bid Price.**

- i) The bidder shall quote financial bid strictly as per given respective stage under e-Tendering.
- ii) The price quoted by the bidder shall remain fixed during entire period of contract & shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

9. **Clause by clause compliance.**

A clause- by –clause compliance of services to be provided (**SECTION- II**), and special conditions (**SECTION-IV**) shall be given. In case of deviation, a statement of deviation shall be given.

10. **EMD**

EMD may be accepted in the form of account payee Demand Draft or Bank Guarantee from any of the nationalized banks in an acceptable form, safeguarding the purchaser's interest in all respects. The bid security is normally to remain valid for a period of forty-five days beyond the final bid validity period. And Bid Security (EMD) of Rs 1,00,000/- in favour of "Secretary, Bihar School Examination Board, Patna" must reach to BSEB office on or before the due date or in E-payment mode.

- i) The successful bidder's security will be discharged upon the bidder's acceptance of the award of contract satisfactorily and furnishing the performance security along with agreement (non-judicial stamp paper of Rs-as applicable), within 7 days from the date of award.

11.1 **The Bid Security may be forfeited:**

- a) If bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form.
- b) If the successful bidder fails

- i) To sign contract in accordance with **SECTION-II & V**.
- ii) To furnish performance security in accordance with clause-2 of **SECTION-III**.
- iii) A bid not secured in accordance with para 10 shall be rejected by the BOARD as non-responsive at the bid opening stage and returned to the bidder unopened.
- iv) The bid security of unsuccessful bidder will be discharged / returned as early as possible as but not later than 30 days after the expiry of the period of bid validity.

12. **Format and Signing of Bid.**

The bidder shall prepare one complete set of Bid and **each page should be Stamped and signed.**

- i) The original copy of the bid shall be typed or printed and all pages numbered Consecutively and shall be signed by the bidder or by a person duly authorized to sign the contract.
- ii) The over writing / erasures in the bid made by the bidder shall be attested by the person signing the bid.

13. **Submission of Bid.**

The bid should be submitted online mode through e-tendering (<https://www.eproc.bihar.gov.in>) only before due date and time.

14. **Bid Opening**

Bihar School Examination Board, Patna shall open bids through online e-Tendering (<https://www.eproc.bihar.gov.in>) platform.

15. **Evaluation**

- 15.1 Bihar School Examination Board, Patna shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.
- 15.2 If there is a discrepancy between words and figures the amount in words shall prevail prior to detail evaluation. Bihar School Examination Board, Patna will determine the substantial responsiveness of each bid to the bid document. A substantially responsive bid is one, which conforms to all the terms and conditions of bid document without material deviation. A bid determined as substantially nonresponsive will be rejected by Board.
- 15.3 Technical bids will be evaluated by a committee. Financial bids of only those bidders will be opened who are found suitable and eligible as per technical bids and inspection and who participate in the demonstration of the capabilities.
- 15.4 Board shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered as indicated in the



Financial Bid in **SECTION VII** of the bid document.

15.5 **Premises of bidder/agencies may be visited/inspected by the Board officers to ensure competency and capability of the agency without disclosing the date of visit.**

15.6 Before finalizing the Quoted Rates in the Financial Bids of the qualified Bidders in terms of their Technical Bids, the rates will be reviewed and finalized.

16 **Award of Contract**

Bihar School Examination Board, Patna shall consider placement of letter of intent to those bidders whose offers have been found technically, commercially and financially acceptable. The bidder shall give his acceptance along with performance security in conformity within 7 (Seven) days of issue of letter of intent along with copy of agreement on non-judicial stamp paper of RS (as applicable) In case of delay, **Rs 5000/- per day** may be imposed as penalty which will be deducted from the first bill of the agency.

17. **Right to vary quantities**

Bihar School Examination Board, Patna will have the right to increase or decrease the required volume of work specified in the schedule of requirement without any change in charges of the offered quantity and in other terms and conditions at the time of award of contract.

18. **Signing of Contract**

18.1 Signing of Agreement shall constitute the award of hiring contract on the bidder.

18.2 Upon the successful bidder furnishing the Performance Security the Board shall discharge its bid security.

19. **Annulment of Award**

Failure of the successful bidder to comply with the requirement of **SECTION-III, IV & V** shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event Board may make the award to any other bidder at the discretion of Board or call for new bids.

20. **Period of validity of bids**

20.1. The bid (Technical & Financial) shall remain valid for 90 days after the date of opening of financial bids. A bid valid for a shorter period may be rejected by Board as non-responsive.

20.2. A bidder accepting the request of Board for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

20.3. Validity of the bid (Financial bid) may extend by mutual consent of both the parties.

21. **Allotment Criteria:**

- a. Before allotment of work order, the Board will evaluate the Bids.

The Board may in its discretion redistribute allotment to eligible Bidder/s keeping in view the capacity /prior performance of the Bidder/s, provided the Bidder/s are agreed to match the lowest evaluated substantial responsive Bid.

**22. Corrupt or Fraudulent Practices :**

- a. The Board requires the Bidders to strictly observe the laws against fraud and corruption, as in force in India, namely, Prevention of Corruption Act, 1988.
- b. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution.
- c. "Fraudulent practice" means misrepresentation of facts in order to influence a procurement process or the execution of a agreement which is detrimental to the Board and include collusion practice among Bidders (prior to or after Bid submission) designed to establish Bid price at artificial, non competitive levels and to deprive the Board of the benefits of free and fair competition.
- d. If at any stage, it is found that a particular firm has misrepresented/ concealed the facts or the contents of the documents and such documents submitted by the firm are found to be wrong or false, such conduct of the firm shall also be dealt with under fraudulent practices. (v) Any firm found involved in above cases may be blacklisted by the Board.

**23. Any point not covered under the Terms & Conditions of the Tender :**

For any point not covered under the provisions of the Tender, Secretary Bihar School Education Board shall be the final competent authority, whose orders in this regard shall be final and binding upon the Bidders.

## SECTION-III

### GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

#### 1. Application

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein by the BOARD.

#### 2. Performance Security

Performance Security may be furnished in the form of an Account Payee Demand Draft or Bank Guarantee from a Nationalized bank in an acceptable form safeguarding the purchase interest in all respects.

- 2.1 The successful bidder shall be required to deposit an amount equal to 10% of the tendered value of the assigned work within 7 days of conveying BOARD for accepting the bid as Performance Security.
- 2.2 If the contractor fails or neglects any of his obligations under the contract it shall be lawful for BOARD to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.

#### 3. EXECUTION TIME LIMITS

The time period as stipulated in the contract or letter of intent shall be deemed to be essence of the contract.

#### 4. PAYMENT TERMS

- i) No advance payment will be made under any circumstances.
- ii) Payment may be made by the board to the successful Bidder for Design, development and commissioning of **Automated Document Management System integrated with Examination record and Database Re-structuring**. The bidder has to provide 2(two) copy of Security audited latest source code with database in Hard Drive to BSEB along with Security audited certificate, certified by Cert-in empaneled agency at the time “Go Live”.

SI No	Activity	Payment terms
1.	Design, development and commissioning of <b>Automated Document Management System integrated with Examination record, “Go Live” all modules</b>	80 % of Cost values of contract after Go Live of each module
2.	One Cycle or One Year from date of “Go Live”	20 % of Cost values of contract
3.	Operational Cost and Maintenance after one cycle for next 5 years	to be paid QGR(Quarterly guaranteed revenue)
4.	<b>Database re-Structuring</b>	100 % of cost value of contract after successful execution of work.

## 5. Termination of Contract

5.1 BOARD may without prejudice to any other remedy for breach of contract may terminate the contract in whole or in parts.

- i) If the contractor fails, to execute the job within stipulated time frame or to provide Data/reports accuracy as desired or to the entire satisfaction of BOARD.
- ii) If the contractor fails to perform any other obligation (s) under the contract.

5.2 BOARD may without prejudice, to other rights under law or the contract provided get the services of other agencies at the risk and cost of the contractor, in above circumstances. And the contractor shall be liable for any loss or damages which the BOARD may sustain by reason of such failure on the part of the contractor.

## 6 Penalty Terms :

The maximum penalty that can be levied on the Bidder for design, development, implementation and support of Document Management System(DMS) solution in BSEB will not exceed 20% of the annual contractual value.

S No.	Item	Development (Delay Per day) in Rupees	Implementation (Delay Per day) in Rupees	Maintenance (Bug fixing and Error removing) (Delay Per day) in Rupees
1	Customization and Implementation of DMS Software Per Module	5000	5000	5000
2	Delay in Bugs fixation	5000	5000	5000
3.	Database error/ unaccusable	5000	5000	5000
4.	Delay in Delivery for whole/ part of project	1 <sup>st</sup> month 10%, 2 <sup>nd</sup> month 20%, 3 <sup>rd</sup> Month 30% and after three month Bidder has to pay entire Cost of Project.		

## 7 Termination for insolvency

BOARD may also by giving written notice of 7 days and without compensation to the contractor terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

## 8 Jurisdiction

In case of any dispute, Jurisdiction for filing any suit shall be the Court at Patna.

## 9 Force Majeure

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or

act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist.

#### **10 Arbitration :**

- i In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Chairperson, Bihar School Examination Board, Patna; In case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the function of the Chairperson, Bihar School Examination Board, Patna, or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the Chairperson, Bihar School Examination Board, Patna, or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Bihar School Examination Board, Patna, or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.
- ii The arbitrator may from time to time with the consent of both the parties set the time frame for bar coding system for answer sheets. Subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- iii The venue of the arbitration proceeding shall be Office of the Bihar School Examination Board, Patna, or such other place as the arbitrator may decide.
- iv Jurisdiction for all the matters related shall be district court Patna, Bihar.

#### **11 Set Off**

Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by BOARD and set off the same against any claim of BOARD for payment of a sum of money arising out of this contract or under any other contract made by contractor with BOARD

#### **12 MSL Agreement:**

**MSL agreement should be signed by service provider with BSEB for defining the service condition.**

## SECTION-IV SPECIAL CONDITIONS OF CONTRACT

1. The special conditions of contract shall supplement the Instruction to Bidders as contained in **SECTION-II** and General (Commercial) Conditions of the contract as contained in **SECTION-III** and wherever there is a conflict, the provisions herein shall prevail over those in **SECTION-II** and **SECTION-III**.
2. In case the date fixed for opening of bids is subsequently declared as holiday by the Government of Bihar, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.
3. BOARD reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with BOARD.
4. BOARD reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.
5. No Sub-Contracting by the Contractor is permissible by BOARD. However, the prospective bidders may be allowed to sublet certain identified ancillary activities (as deemed appropriate, proper and exigency of the situation/circumstances) of the major works with the prior permission of the Competent Authority of the Board.
6. The near relatives of all BOARD employees either directly recruited or on deputation are prohibited from participation in this tender. The near relatives for this purpose are defined as:
  - (a) Members of a Hindu Undivided Family,
  - (b) They are husband and wife,
  - (c) The one is related to the other in the manner as father, mother son(s), and son's Wife (daughter-in-law), Daughter(s) & daughter's husband (son-in-law) Brother (s) & brother's wife, sister(s) & sister's husband (brother-in-law).
7. The Tenderer (s) should give a certificate (**Annexure-2**) to the effect that none of his/her such relative is working in BOARD as defined above. In case of proprietorship firm, the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is noticed. The BOARD will not pay any damages to the company or firm or concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.
8. Board reserves right to counter offer price against price quoted by the bidder. Board reserves the right to divide the work among more than one bidder depending on the capability of bidder.
9. The details of the system designing and programs will have to be provided to the Board. All

Application software modules will be the property of Bihar School Examination Board, Patna and agency will provide a working copy of all software Module (Source Code) with training to at least two employees of the Board, if required by the Board.

10. The time schedule may be required to be adjusted as per requirements of the BOARD from time to time as the work of processing of results is very crucial and is highly time bound. In case of any delay in supplying the desired report or services on the part of the computing agency, it shall be liable to pay charges of **Rs10000/- per day** to the BOARD. The **Secretary of the Board is empowered** to penalize the agency. If any cost is incurred by the Board in the form of Over-Time or any other means because of any delay on part of the Contractor, the same may also be recovered from the Contractor either fully or partially.
11. The allotment of works will be for the Academic Year 2019-2020. In case of exceptionally good performance of the party as evaluated by the Board, the work may be further extended for three years on each year basis. The Board may allot the work for all examination or may divide the work between two agencies as per decision of the **Board**. Board may rotate the activities among the agencies in any session in view of performance and capabilities.
12. The computing agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the computing agency will be fully responsible for the consequence.
13. The payment will be made by the board to the firm/agency only after successful completion of work concerned (as the case may be).
14. Data / Reports delivery to the Board and receipt of Data from Board, as per schedule, will be the responsibility of the agency. Labour charges in any case shall be borne by the agency.
15. The data prepared will be the property of the Board and the computing agency will have to supply all copy of the updated data file on portable hard disk as and when required by the Board. Data will not be erased without written permission of the Board at least for two years from the date of completion of work as a precautionary measure.
16. The agency will be required to supply a number of edit/check lists and updates in pre and post examinations processing till all mistakes are removed to the entire satisfaction of the Board.
17. All type of data checking will be the responsibility of the computing agency.
18. The agency will have to ensure 100% accuracy of the inputs and outputs.
19. The errors other than input documents errors (i.e. all type of documents/information, poor quality of photo/sign or any kind of stationery supplied by the Board) shall be the responsibility of the computing agency. For a mistake observed after completion of work, the agency will have to pay charges as under: -
  - i. Any mistake in particulars. (Name of candidate, DOB, Father's Name, Mother's name, School Name, subjects, marks etc) @ Rs.1500/- per candidate.

- ii. For change in photo /sign on certificates @ Rs. 2000/- per candidate.
  - iii. For wrong declaration of result @ Rs. 5000/- per Candidate.
  - iv. Web page for Form fillup must open within 6 Seconds.
20. Document Management System will be property of BSEB. Hence there should be no right to use Document Management System Software anywhere else and/ or any other firm/ Organization. If found, a heavy penalty will be imposed.
  21. Activity Logs of all kind of activity of Document Management System software should be maintained.
  22. Security Audit and GIGW compliance.
  23. The reports will have to be prepared as per instructions of the Board in the formats given/approved by the Board after getting clearance in writing from the Board and will have to ensure 100% accuracy.
  24. The agency will have to develop and execute each report as intimated by the Board.
  25. The Scope of work of Section-III may be awarded/allotted to two different firms by nearly dividing the volume of work into two equal parts preferably District wise (The decision of Secretary/Chairman for division of data will be final and binding to the bidder).
  26. If a firm fail to meet the satisfactory level of work and unable to meet the time line fixed by the office, in that case the Secretary is empowered to shift the allotted work to the Second firm and the payment of the first firm will be forfeited.
  27. For the work the selected firms will share the data with each other as per structure (File Description) provided by the Board, to generate the various reports at state level.
  28. For the work the selected firms will prepare the backend coding/programing for Software/Web Portal for the users as per guideline given by the Board. Same user interface will be developed by both the firms.
  29. It is the responsibility of bidder to restructure and tune the servers as well as Database. BSEB will provide the platform (no of machines and database installed)/ Cloud Computing Environment in Indian-pacific zone to meet the satisfactory level even in the peak stage of data insertion by the users.



## SECTION-V

### Scope of Work

**Automated Document Management System integrated with Examination Record and Database re-structure.**

#### **Detailed Process Study.**

Detailed analysis of the existing systems whether automated or manual. This shall include analysis of documents in use, detailed information, requirements, reporting procedures and formats, reporting level, coding and classification being followed etc.

Identification of unique data element their size, format, source, use and sequence of data storage, data volume, its frequency of updating, responsibility of the departments/section for updating inter-system flow of data current volume and growth rate etc.

#### **1. System Configuration and Implementation Items:**

The system/platform used for the records automation solution and management system should be as per the global standard recommendation (ex. Gartner). The Bidder is accepted to configure and Implement the proposed system compulsorily with a reputed platform of global acceptance for easy & future customization keeping in view the following points but not limited to:

##### **(a) System Analysis and Study:**

The Bidder will be expected to do a requirement study for the software, which when agreed upon by the Board, will form part of the Agreement to be signed with the Board. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the Board will also be open on the design & development suggestions from the successful Bidder.

The Bidder shall prepare detailed System Requirement Specifications (SRS) detailing processes for all modules based on functional and Quality-of-Service requirements mentioned in these tender and also additional requirements as may be identified in consultation with the Corporation and other stakeholders during the requirement study phase. The SRS approved by BSEB will form the baseline for all subsequent phases of application development and deployment from an Application requirements perspective (e.g. for testing, identifying “change” to requirements etc.). But it is not limited to the approved document.

##### **(b) Information Collection:**

The bidder will have to depute persons for collection of information and data from the different departments and sections of the Board initially. The information and data provided by the Board shall be as verbal, hardcopy or softcopy, as per the availability with the departments or sections. The bidder should not demand or provide any clause/condition asking for information and data to be provided in softcopy only. Once the project is commissioned, the departments/sections of the Board will have the authorization to update the data of the respective departments/sections/ School/ College/Student.

(c) **Compatibility:**

The web-based software design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for at least three platforms: Desktop, Notebook and Tablet/Mobile form factors will be required. The software must be designed on responsive website technology.

The Bidder has to deploy common format to upload/submit data/Records/images of School/ College/ Students to the Board in sql server backup/ .bak file format.

(d) **Functionalities Required:**

- Facility to update content by multiple users from anywhere through browser based administrative module.
- Separation of Design and Content: The content will be stored in the database and designed to be controlled by the use of cascading style-sheet (CSS). Separate CSS for use with Internet Browsers, Mobile Browsers and Printers.
- The software shall be able to include plug-ins or modules that can be easily installed to extend the functionality of the software.

(e) **Licensing and Upgrades:**

- All software must be installed with full perpetual license and should not require any license renewal after its acquisition and installation. The cost of the software should not be based on the number of users utilizing the application. The Software should be enterprise level software allowing any number of users to use it without extra costs. Any update if needed must be done using the Internet and must be free of charge. The software should prove to have a full software development life cycle and have regular upgrades and a strong technical support.
- The software should provide a complete set of APIs with comprehensive documentation to incorporate data exchange with third-party applications and to extend its functionality. In case of integration with existing databases, the bidder has to compose both push and pull API as per requirement.
- The system should support user Groups, allowing the administrator to control how registered users interact with the software. A module or a partial module of the software can be restricted to one or more groups.

(f) **Audit Trail (Log):**

- There should be detailed records of the sequence of activities (audit trail) undertaken by the users of the software at every point of time. The audit trail (log) should record the sequence of activities along with username, timestamp, user's IP and the affected records. There should be an interface for the Administrator to have different search options to generate reports from the Audit Trail.
- The software should allow administrator to set up rules for Workflow Management, guiding

users of the software through a series of steps required for each of their tasks.

(g) **Admin section**

Admin panel to view the demand, wanting and related activities of concerned agency. Admin Panel should have a multifunctional dashboard and must be protected by multi-level username and password (with SMS/ Email OTP) and using salted MD5 encryption. At database level password should be stored in encrypted format. After a few numbers of consecutive wrong attempts, the password should be sent to administrator through email.

(h) **Operational guarantee and Support.**

- The software designed and also provide support for at least 5 years (1 year support and 4 years AMC) after the successful installation and hand-over of the software so that modification can be made by bidder, if Board finds that software is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder and within the scope of work. No extra payment shall be made by the Board for such Jobs.
- At the time of handover, the software must be updated in terms of latest versions of software, API, etc used.

(i) **Validation:**

- The System should have provision to validate contents/information filled in web form/ content paged/uploaded in any format, and generate instant validation alerts and same page reload validation alerts accordingly considering the following points: -
  - a) Count

(j) **MS Office Compatibility:**

- The WYSIWYG editor should be completely compatible with MS Office contents. The user should be able to copy the content composed in MS Word or other MS Office product and paste it into the WYSIWYG editor without breaking any format.

(k) **Schedulers:**

- The software should provide schedulers to automate regular scheduled tasks without user intervention. An email alert must be sent to the department before and after executing the scheduled task or if any error is encountered.

(l) **User Management:**

- Ability to create/modify/disable/activate/delete users, centres, Faculty/ Department/ school/ college and define permissions for approval within a section.

(m) **Discrepancies/ Error Resolution:**

- The software should trap all the errors (known and unknown). All error messages must be trapped and handled elegantly with custom Error Messages and returning the user back to the

software without abruptly exiting the software.

(n) **Security:**

- i. The web-based software should allow Secured Socket Layer. The web-based software shall be security audited according to OWASP (Open Web Application Security Project) application security verification standard.
- ii. The service provider shall provide adequate levels of Perimeter security by deploying IDS/IPS and Firewalls. Firewalls shall have rules controlling both incoming and outgoing connections. The system shall use a simple host based Intrusion detection system (Tripwire) that will send message to user when there is unexpected change in important system file.
- iii. The service provider shall provide a Security Event Management framework for a secure system events and audit logging for all the system components. Further, all identified security events shall be escalated for further analysis and immediate action. The service provider shall also provide a comprehensive log monitoring mechanism to help analyzing the logs to find the most vulnerable loophole in security and most frequent cause of security violation.
- iv. The service provider shall provide a comprehensive Application Security framework for Identity and Credentials Management. This shall be achieved using password credentials with the following features:
  - v. Expiry period for passwords
  - vi. Strength of password mechanism
  - vii. Password history mechanism
- viii. Locking of user
- ix. The system shall have a Data Classification Model for a policy based classification and access control of all information such as request information, processing and verification information and reports, for limited and targeted usage.
- x. The system shall have adequate database encryption/decryption using secure advanced
- xi. encryption algorithm(s).
- xii. All the data exchanges between the branch and central location shall be encrypted using 128 bit encryption using non-patented algorithms such as CAST5, Triple DES, AES, Blowfish and Twofish.
- xiii. Server Equipment Protection shall be achieved using hardware level protection by OS hardening, hardware lockdown, blocking USB/fire-wire ports, floppy drives or optical disk burner

(o) **Maintenance of the Software and Debugging:**

- Bidder has to maintain the web-based software, at no extra cost, for a period of one year from the date of Commissioning of the software. The scope of work during this one year Maintenance period shall be same as mentioned in Section “Scope of Work under Annual Maintenance Contract for Software”. This maintenance will be considered part of the implementation process. On successful completion of the one year period, the bidder may be awarded the Annual Maintenance Contract for the web-based software on payment basis, for which, the bidder must quote the rates separately in the Bid.

(p) **Annual Maintenance Contract (AMC) for Software:**

- Annual Maintenance Contract for the web-based software on payment basis may be awarded

to the bidder on successful completion of the one-year period from the date of Commissioning of the software. The Agreement for Annual Maintenance will be made for next three years. The contract will be awarded initially for a period of one year. However, the same shall be extended on a year-to-year basis for the maximum additional period of three years at the same price, terms and conditions, provided the Board finds the services of the bidder satisfactory. Please refer to Section “Scope of Work under Annual Maintenance Contract for Software” for details.

(q) **Scalability:**

- The web-based software should be capable of incorporating the data generated from other software applications through scaling / expansion.

(r) **Mandatory Interface Design and Content Guidelines:**

- Web-based software should conform to the essential pre-requisites of UUU trilogy i.e. Usable, User-Centric and Universally Accessible.
- Web-based interface should conform to the ISO 23026 Guidelines, W3C's Web Content Accessibility Guidelines, Disability Act of India and Information Technology Act of India.
- Web-based interface must have the Board Name and Logo on each screen
- The following line must be mentioned at the bottom of all the pages:  
'<Department/Section Name>, Bihar School Examination Board, Patna'
- The Title of all the pages must be ' Bihar School Examination Board, Patna<Page Name/Section Name>'.
- All the pages should have the footer: '©2019 Bihar School Examination Board, Patna.'
- For all external links (not under the Board’s domains), a pop-up alert should be displayed as 'This link shall take you to a page outside the software. For any query regarding the content of the linked page, please contact the webmaster of the concerned website.' External links should be displayed in a different colour.
- The software should store and display all dates and times in IST, applications and log maintenance. Similarly, all dates should be in dd/mm/yyyy format.

(s) **Online Help:**

- The software should have online help with step-by-step usage for each module.
- The online help should have index and search options on help topics.

(t) **Training and Capacity Building:**

- Extensive and multiple trainings should be undertaken for users at BSEB to handle software modules related to their Faculty/Department/Section, etc. Additionally, a separate training should be done for the software administrators.

- The Bidders shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at BSEB premises or any other premises, as fixed by BSEB.
- Capacity Building is a highly critical component of this project. The objective of BSEB Capacity Building (CB) initiatives is to equip the direct users and other stakeholders of BSEB with the right skills, and knowledge to optimally use the Pre- Exam solution being implemented.
- Every user group would have a separate Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas of the Pre-Exam software.
- **The implementation agency shall be responsible for the following activities as part of the End User and Train the Trainer Training:**
  - ✓ Develop overall training plan including formation of user groups and classifications.
  - ✓ Develop **Training Schedule at BSEB Patna Sinha Library Road 17 Office**, Curriculum, and Training Material in form of Manual & video for BSEB and other Department's nodal officers.
  - ✓ Deliver training to end users including carrying out the training effectiveness evaluation
  - ✓ Develop, maintain and update an online self-learning module for all modules
  - ✓ Training Schedule: – All Officials/ Staff IT Cell (secondary and Senior Secondary) (Hands on Training)
  - ✓ Develop overall training plan including formation of user groups and classifications
  - ✓ Develop Training Schedule at BSEB Patna Sinha Library Road 17 Office, Curriculum, and Training Material for BSEB and other Department's nodal officers
  - ✓ Deliver training to end users including carrying out the training effectiveness evaluation
  - ✓ Develop and maintain and update an online self-learning module for all modules
  - ✓ Training Schedule
    - i) First training – All staff (Hands on Training)
    - ii) First Year- Every 3 months (Master Trainer)
    - iii) Second Year and on wards- Every 6 months (Master Trainer)
  - ✓ All Staff- All staff related to respective modules.
  - ✓ Master Trainer- 25 % of All Staff
- Imparting of regular refresher trainings: The Bidders shall also be responsible for retraining the above staff whenever changes are made in the application. It is the responsibility of the Bidders to ensure that the staff from BSEB involved in the operations and development is familiar with new versions (if any) of the Post Exam system.
- **Hand holding:** Hand holding training period shall be for 1 year after the successful installation and hand-over of the software with security audit, software licenses used (valid for

a period of next three from date of hand over), Hardware configuration, structured and modular document.

(u) **Vendor Independent:**

- The complete system must be designed and implemented such that there will be no vendor dependency for maintenance, extension or enhancement of the site in future.

(v) **Version Control:**

- The complete system must be designed and implemented such that category of processes and tools designed to keep track of multiple different versions of software, content, documents, websites and other information in development and customization.

(w) **A robust search:**

- The complete system must be capable enough to search through all of content, a robust search engine.

(x) **Ownership and Source Codes:**

- Complete source codes with comprehensive documentation – User Manual and Technical Manual has to be provided by the bidder to The Board on completion of the project. The entire software along with all the programs, contents and databases developed to achieve the desired functionality mentioned in the scope of work or any subsequent communication in this regard will be the sole property of the Board and Board will have the Intellectual Property right of the same and no content of the same will be produced or used by the bidder for purposes other than Board's in-house software development without the prior permission of the Board.
- **Software coding must be well structured and with detail comments**, every routine written (function or method) must be with a comment outlining what the routine does, its parameters, and what it returns, as well as possible errors and exceptions. Summarize in a comment the role of each file and class, the contents of each class field, and the major steps of complex code.
- Use latest light weight technology to create SPA(Single Page Application) with responsive design to work on Desktop, Mobile and Tablets. Core solution using NodeJs, Vuejs and MS SQL Server. Automated deployments via Jenkins using Docker containers. Alerts and Monitoring stack using ELK and Grafana.
- All the implemented use cases would be tested by BSEB IT team, the bidder has to provide environment for testing of use cases, after test Go Live is valid.
- Development should follow:
  - i Interconnected modules
  - ii Distributed Application.

- iii Modular Application.
  - iv Least data Dependency
  - v Agile Model Software Development and Scrum methodology implementation in project.
  - vi During design and development any tool or technique with licenses is used, Bidder has to procure required license and submit all the tools and techniques with license and source code at the time of “go Live” of Project.
  - vii Ensure quick retrieval/access and improving response time.
  - viii The system should also have provisions to interface with other present computerized system/migration of data from current system prevailing in the Board.
  - ix The system should be completely web based, menu driven and user friendly in all respects using GUI. It should support point and click technology with minimum data entry/typing.
  - x As far as possible it should be single on line application with single point data capture and global access.
  - xi It should be robust system which is crash proof, fail safe, easy to restore and secure.
  - xii While configuring and implementing the deployment of proposed Application software, the bidder considers and utilize the work already done by the board in this field this factor should also be considered while estimating the cost.
  - xiii Maximum level of parameterization to meet the frequent need for changes without disturbing the software.
  - xiv Provision to review report on screen. Both horizontal as well as vertical scrolling available while viewing some reports.
  - xv Provision to mark reports optional or mandatory through parameters.
  - xvi User access should be there based upon their functional areas like clerk, Assistant Registrar, Section Officer etc and user level should be assigned to each user depending upon his functional areas. Role based security should be implemented.
  - xvii User id and password should be allocated to each user so that no unauthorized can work on the machine.
  - xviii Access to menu items for execution should be restricted up to user level and provision for temporarily disabling users against unauthorized use.
  - xix Locking of user screen provision should be there. Auto locking of screen also should be allowed if no activity is performed for specified time.
  - xx The proposed system should support multiple languages at the discretion of the user.
  - xxi All the implemented use cases would be tested by BSEB IT team, the bidder has to provide environment for testing of use cases, after test Go Live is valid.
  - xxii The proposed system should support cloud computing pattern such conceptual solutions can then be applied in concrete use cases, so that application shows optimal performance even on cloud. Application should support Cloud elastic environment/ auto scale hardware.
- **Copyright:** The bidder must not propose any technology which has an existing copyright not owned by the bidder. The designs, contents, procedures, workflows provided by Board to the bidder during the development of the software will be the confidential documents, data and information of Board and should not be reused or shared by the bidder for any other purposes



except the development of the software for Board only.

- The Bidder has to maintain BSEB' exclusive proprietary for Existing Pre-Examination web application, Document Management System and data, information, designs, contents, procedures, workflows or any related things used in software/application, not used for any other Boards or Organizations.
- Document Management System will be property of BSEB. Hence there should be no right to use Document Management System anywhere else and/ or any other firm/ Organization. If found, a heavy penalty will be imposed.
- **Confidentiality:** The bidder will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the Board. The bidder will be required to take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.
- **Documentation:** Complete documentation on the Software - User Manual and Modular Technical Manual has to be provided.
- At the time of installation and commissioning of any items/software/services, etc. mentioned in the NIT if it is found that some additional items/software/services, etc. are required to complete the configuration/installation to meet the operational requirement of the project which were not included – as per the technical specification then bidder will be required to supply/render such items/software/services, etc. to ensure the completeness of the project at no extra cost to BSEB.
- Apart from above, any item, software or services required for the completion of the project as part of requirement of the Board shall be within the scope of work of this tender.

(y) **Import/ Export System, APIs, Plug-ins, etc. for Software development and Third-party Software Integration**

Requirements for Import/Export System, APIs, Plug-ins, etc. for Third-party Software Integration module shall be but not limited to the following:

- The Bidder has to provide APIs, plugins to access database as well as file server hosted at different location, different database to integrate in DMS.
- Further requirements shall be elaborated to the successful bidder by the concerned departments/sections of the Board at the time of requirement collection by the successful bidder.
- Use latest light weight technology to create SPA(Single Page Application) with responsive design to work on Desktop, Mobile and Tablets. Core solution using NodeJs, Vuejs and MS SQL Server. Automated deployments via Jenkins using Docker containers. Alerts and Monitoring stack using ELK and Grafana.

- Development should follow Agile Scrum or any other methodology so that any changes can be accepted as per Board requirement.
  - ✓ Various Customized report should be fetched easily from system.
  - ✓ Rich User Friendly interface.
  - ✓ Bidder has to submit the Security Audit from STQC certificate of Document Management System and other examinations Software by Cert-in empaneled Agency for Cyber Security etc.
  - ✓ Design of BSEB Database architect and data migration of old data in to new server and as per new design.

## **2. Document Management System(DMS)**

All the activities related to the document management, scanning of file, workflow of document approval and activities, archiving of document, retrieval of documents, compression of file, download /upload of document, document attachment, controlled access to documents based on roles defined by examination board authorized personnel, locking of document, searching of document at multiple levels of Matric, Intermediate and other examinations held by BSEB.DMS must have following salient features:

### **A. Dashboard and reporting**

- Dashboard of all activity going through DMS with several reporting as per requirement by BSEB.
- Performance Dashboard should comprise of performance monitoring, region wise reports, alerts etc.
- The system should provide a performance-monitoring dashboard for the senior officials providing the key summary data on the Automation application on a single screen. The dashboard should provide data such as: Total number of applications received in each category during the last month or week or such other period as may be specified RFP for BSEB Automation System. Total number of applications processed within defined time limits under each category and applications under each category that have been delayed.
- Pre-defined Reports Format provided by Board.
- Daily, Weekly, Monthly and Yearly summary reports of various module developed.
- Application Submission and Status Check on portal by users
- Application Work List and Application Approval

### **B. Status Updates**

- At all stages of the application as may be specified by BSEB, the system will automatically send SMS/email updates to the applicants on the status of the application. The system shall also allow the user to check the status of the application by logging into the official website. For this purpose, the system should allow the user to search an application based on application number, applicant name or other particulars related to the application.
- Exception Alerts- The system should send exception alerts through email and SMS to senior officials in BSEB if an application is pending for more than a specified number of days

### **C. Record Management & Printing System**

The system should be capable of generating a variety of reports relating to the issuance of various stages. The bidder is advised to suggest in the Technical Bid the various reports that may be useful to BSEB for a more effective administration of the Automation process.

- Maintaining various records of results and students and Board Data.
- Printing of Certificates on pre-printed stationary as well as regular print.

#### **D. Communication and notification management**

- Notifications – Board can Create, Manage, display all kind of notifications within the Board or outside the Board to affiliate colleges/schools, teachers, students etc.
- Automated Notifications - "Email, Mobile based and on-portal Notifications.
- System should support sending various system email notifications to learners / students and colleges / teachers via any standard internet email address".

#### **E. Administration**

- User Administration
- Workflow Administration
- The system should allow administrative users in automation system to customize the workflow for processing the different categories.

### **Board Functional Requirement**

#### **A. Document management through Cash Counter at 10 Regional Centers of BSEB.**

- a) Online User Account Creation
- b) Login to the Cash Counter Management System based on credentials
- c) Cash collection and receipt generation.
- d) Make Entry for the deposit of application amount
- e) Student data fetching from the stored database for applications
- f) Print receipts on pre-printed stationary as well as regular print.
- g) Printing of various certificates and marks-sheets on pre-printed stationary.
- h) User management for smooth running the system.

#### **• Generation & Printing of cash receipt**

- a) Provision for printing on pre-printed material through Dot matrix Printer as well as through Laser jet printers.
- b) Once the form is submitted the user will be sent a system generated email and SMS notification confirming the submission of the applications.

#### **B. Online Document Management System facilitate for getting document from online portal.**

- a) Any Student can apply online for their marks sheet and certificates,
- b) Online payment facility using credit/debit/internet banking etc
- c) Application status can be viewed at student login dash board.
- d) SMS and Email alters of application status using mobile and email verification of applicants.
- e) Reconciliation of payment received from students via payment gateway daily basis.
- f) Document print and dispatch system for home delivery certificates via courier /post on time.
- g) Students can track their application and certificates.
- h) Admin Dashboard for overall monitoring of request generated, payment status etc to BSEB.
- i) User management for smooth running the system.

#### **C. Grievance Redressal Module**

- The module should facilitate to make complain online through www.
- Track record of complain raised in DMS
- Admin dashboard

**D. Database Re-structure the following points but not limited to:**

**Database Volume**

Sl No	Year	Class	DB Size and Table description
1.	1985-2019	Matric (single table for Annual and Compartmental each year)	350 GB, Approx 90-120 Columns
2.	1983-2019	Intermediate (single table for Annual and Compartmental each year)	325 GB, Approx 125 -225 Columns in each table
3.	2011, 2017	Other Examination (TET, D.El.Ed, ITI etc) and as per decision of BSEB	40 GB, Approx 90-120 Columns

- The bidder has to provide graphic user interface(GUI)/ application to bulk data upload/update of record of students/data (marks, basic information, images, signature) in Database.
- The bidder has to provide Data Base Monitoring tool with atleast following facilities but limited to:
  - Dashboard Monitoring
  - Disk Space
  - User Query
  - Alerts on slow server performance, utilization
- Indexing.
- Uniform Schema of tables
- Data cleaning.
  - Removal of Duplicates.
  - Raise the concern as per requirement by Board
  - Apply constraints as per requirement by Board.
- Normalization of Tables in optimized way.
- Trigger with log detail table, history table.
- User management
- Security comprises of role definition, Group management, windows server authentication and audit.
- Backup and recovery comprises of Full backup, differential backup, log backup and replication of DB.
- Bidder needs to prepare and submit the proposal regarding the plan, escalation matrix of providing the support as per the requirement.
- The service escalation matrix with the details of the concerned personnel of the bidder must be furnished with bid.

**E. Migration of Database from Ms Sql server 2014/2016 to Ms Sql server 2017(enterprise edition if required)- migration of existing database to new proposed data structure by the bidder.**

### 3. Application Processing

The application will automatically be queued to the work list of the relevant Officer. The system will decide the Officer as well as the approval workflow for processing the application based on criteria specified by BSEB.

The system should facilitate application processing in the three stages:

**(i) Application examination and approval by first level staff**

The Issuing Officer in whose work list the application is queued will carry out a first level review of the application and determine if the application needs to be processed further or rejected. This will include a review of the digital photo submitted to see if it fits the criteria determined by BSEB. After the Issuing Officer, has reviewed the application, the issuing officer will approve the application with or without change (such as the category of pass) and thereupon the application will be queued in the work list of the concerned approving officer.

**(ii) Application Approval at 2<sup>nd</sup> level**

The approving officer will review the application and if the application is found in order and if the approving officer feels that the application is correct, he will approve the application on the system and will be forwarded for printing.

**(iii) Printing of Passing Certificates/ Marks-sheets/ other certificates**

(a) After approval of the work from approving authority, the system should be able to print certificates/ marks-sheets on pre-printed stationary etc.

(b) After approval of the work from approving authority, necessary changes in the central database.

### 4. Deployment Detail

#### A. Web Site Deployment

- The system shall deploy a Web-based System with redundant connectivity to the Internet in a load balancing mode and a storage and backup framework with adequate RAID levels.
- The bidder will provide appropriate server hardware specifications that is commensurate with the requirements of system for at least five years from the date of go live.
- The bidder shall ensure proper load balancing and fail safe connectivity by installing firewalls and IPS.
- The bidder shall host the Portal at its data centers or any other secure location of its choice.
- The bidder has to provide 2(two) copy of Security audited latest source code with database in Hard Drive to BSEB along with Security audited certificate as per para Solution Overview point no (h) and para (Y) in page no 26.

#### B. Branch site Deployment

The bidder shall suggest the necessary hardware required at the various BSEB branch offices and Other required locations.

#### C. Solution Overview

The system shall provide an end-to-end, authority based and automated workflow with a comprehensive tracking, reporting and audit trail features and a centralized controlling and monitoring mechanism.

This section provides an indicative System architecture, its components along with its functions and interactions with each other to achieve the functionality.

## **5. User Interface**

- a) The UI shall be a browser based client and will have HTTP interface with the centralized application component. The UI shall be made available to users through web via http.
- b) The UI shall expose user access control, authorization authentication functions besides all other system functionality via Application Logic.
- c) The UI shall support all type of passes and permits issued by BSEB with entry, query, reports, administration and output interfaces.
- d) The application should compatible in different browsers (google chrome, Firefox, internet explorer and latest) and Operating Systems.

## **6. System Application**

The system shall be realized through an application component that will constitute the core of automation system. This component shall perform the following tasks:

- a) Information management, workflow management, user and access control function from the system functionality set as described in the compliance of the proposed records automation solution.
- b) Organizing storage/archival and retrieval, database interactions and document repository management functions.
- c) System administration and control functions.
- d) Entry Pass request processing chain, starting from request receipt, logging, tracking, acceptance, and pass issuance.
- e) Report generation, tracking and dashboard functions.

## **7. Communications and Information Exchange**

- a) The Service Provider shall provide all the necessary connectivity to main website as well as branch connectivity. Minimum prescribed connectivity for the central web site application towards the internet is 10 mbps and for the branches is 512 kbps. It is expected that on an average, a total of around 1000 requests for passes will be received every day (please refer to Annexure 1 for details of passes issued). The maximum size of each request packet is expected to be not more than 100 KB, including a small passport size photograph image file in JPEG format.
- b) The Service Provider shall provision for necessary and sufficient security of the data exchange using appropriate encryption algorithms as well as ensure network and perimeter security requirements as required.
- c) The Service Provider shall build-in adequate redundancies in the communication links for ensuring high availability of the system.
- d) The storage shall be capable of holding a maximum of five lakh active online profiles at any given point of time, each of a maximum size of 1 MB.
- e) The storage shall be able to retain an Application profile for a minimum of 10 years.

## **8. Base Platform Support Subsystem**

Service provider shall provide the following services in the Automation system:

- a) The system shall have management functions for performance, fault and configuration
- b) management for efficient management of the system.
- c) The system shall have user profiles management for creation, addition, modification and deletion of user profiles.

- d) The system shall have a comprehensive system backup mechanism.
- e) The system shall maintain comprehensive audit logs and event logs and store them in a repository for later viewing by generating appropriate reports etc.
- f) The Service Provider shall implement and provide management frameworks for various services such as e-mail service, anti-virus, firewalls, IPS and patch management.

## **9. Technology and Implementation**

This section describes the technology aspects that must be considered while proposing the solution.

### **General**

- a) The system is expected to be implemented as a centralized web-based solution hosted.
- b) The service provider shall implement the System with appropriately provided redundancies in connectivity and in all other resources.
- c) The system shall be implemented in a load balancing mode with clustered server deployment and a storage and backup framework with adequate RAID levels.
- d) The system access shall be made available using a standard web based remote client using Mozilla Firefox or Internet Explorer.
- e) The Document Management System architecture must be designed using latest light weight technology to create SPA(Single Page Application) with responsive design to work on Desktop, Mobile and Tablets. Core solution using NodeJs, Vuejs and MS SQL Server. Automated deployments via Jenkins using Docker containers. Alerts and Monitoring stack using ELK and Grafana. Should be capable of maintaining data history, version management and conflict detection / resolution.
  - Should support database check in – check out / replication functionalities hence maintaining the parent child relationship of Master Database. The server should have the capability to query across multiple services.
  - Web application developers should be able to build responsive, easy-to-use applications. The hosted services integrate with other Web services using standard Web services protocols such as SOAP and XML. Should be able to support broad range of clients including browsers, desktops, Mobile Handsets.

## **10. Action on File**

DMS Should print:

- Pending application Reminders
- Receipt Acknowledgement
- Noting
- Attachments - Any type of Attachment (incl. PDF, HTMS, JPEG, Docs, Excel Sheets, Audio/Video files etc in correct and recoverable format)
- Add/Update/Delete/View (Linked File) References facility
- Tasks Assignments

## **11. Application Testing**

- The Bidder shall design the Testing strategy including Traceability Matrix, Test Cases and conduct testing of various components of the DMS configured/ customized for BSEB. The DMS testing shall at least include Unit Testing, System Integration Testing, Performance Testing, User Acceptance Testing (UAT), etc.
- The Bidder shall obtain the sign-off from BSEB on testing approach and plan (inclusive of Test cases). The Bidder shall perform the testing of the solution based on the approved test plan,

document the results and shall fix the bugs found during the testing. Though BSEB is required to provide formal approval for the test plan, it is the ultimate responsibility of the Bidder to ensure that the end product delivered meets all the requirements of the DMS implementation specified by BSEB in this bidding document.

- At least the following activities will be carried out by the Bidder as part of the Application Software testing:
- The Bidder shall prepare the solution testing procedure for conducting test on various modules of the DMS solution including the test-cases. The software testing shall include Unit Testing, System Integration Testing, User Acceptance testing, Performance Testing (Full Load/ Stress Test), Integrity Testing, Security & Access Control Testing etc.
- The Bidder shall obtain the sign-off from BSEB on the testing approach and plan.
- The Bidder shall demonstrate to BSEB that the solution meets all the functional & technical requirements as per the RFP including as well as the requirements finalized during the requirement gathering activity done by Bidder.
- The Bidder shall test the integration of the cross function modules as well as the external applications based on the approved testing procedure.
- On successful completion of the Integration test, the Bidder shall conduct the Full load/ Stress test using suitable tools in accordance with the approved test plan. These tools have to be provided by Bidder.
- The Bidder shall provide and ensure all the necessary support for the conduct of the User Acceptance test by the identified employees of BSEB who are responsible for day-to-day operations of the functions automated through the DMS solution. The Bidder shall share the test cases and demonstrate the testing procedure to the identified employees.
- The Bidder shall fix the bugs/errors found during the testing, document the results of the testing and submit a report to BSEB.
- The Bidder shall obtain the sign-off from BSEB on the successful testing report to consider the UAT completed.

## **12. Quality Review and Security Audit**

- BSEB shall form a team for conducting the Quality Review of the implementation of the proposed solution. This team will consider of
  - a) Nominated employees of BSEB
  - b) Project management consultant
  - c) Representative of DMS, if any (To be arranged by the Bidder)
  - d) Quality control supervisor of Bidder
- The core responsibility of the quality review team will be as follows:
  - a) Review the project plan
  - b) Review the Blue printing/ SRS document
  - c) Review the test plan
  - d) Review the test results
  - e) Review the Go-Live readiness



- The detailed scope of audit will be finalized at the time of finalization of preparation of test cases. Post that, a yearly security audit shall be arranged to be carried out by the Bidder through a **Cert-In empaneled vendor**. It will be the responsibility of the BIDDER to ensure that all the vulnerabilities and issues reported in the audit are promptly resolved and the resolution document is submitted to BSEB and Security agency to show the compliance.

### 13. User Chart:-

Sl. No.	Head Office (10th)	Head Office (12th)	Regional Office ( )
	No of Users	No of Users	No of Users
1	60	40	150

**Total user= 250**

### 14. SLA for Bug Fixing:-

Defect Assignment	Definition	Incident Management	Defect Management
<b>Severity 1: Critical</b>	The system is out of service or unavailable for all users <b>Or</b> The performance of the system is unacceptable for all users	<b>Response Time:</b> 30 minutes during working hours  <b>Recovery:</b>  2 working hours  <b>Updates:</b>  Every 1 hour	<b>Workaround / Patch:</b> 5 working days  <b>Permanent Fix:</b>  Next software release  <b>Updates:</b>  Estimated time of workaround provided within 1 working day
<b>Severity 2: Major</b>	Major components or core functionality of the system are unavailable or not usable for some users <b>Or</b> The system is unavailable for one or more users  <b>Or</b> The performance of the system is unacceptable for one or more users	<b>Response Time:</b> 1 hour during working hours  <b>Recovery:</b>  4 working hours  <b>Updates:</b>  Every 4 hours	<b>Workaround / Patch:</b> 5 working days  <b>Permanent Fix:</b>  Next software release  <b>Updates:</b>  Estimated time of workaround provided within 1 working day
<b>Severity 3:</b>	Major components or core functionality of the system	<b>Response Time:</b>	<b>Workaround / Patch:</b>

<b>Defect Assignment</b>	<b>Definition</b>	<b>Incident Management</b>	<b>Defect Management</b>
<b>Normal</b>	<p>are working imperfectly in one or more of its commonly used scenario(s) Or</p> <p>A non-core function or feature is not usable or does not work in one or more of its commonly used scenario(s) Or</p> <p>A majority of users complain about a defect that would otherwise be classified as Minor or Trivial</p>	<p>1 working day</p> <p><b>Recovery:</b></p> <p>2 working days (if feasible)</p> <p><b>Updates:</b></p> <p>N/A</p>	<p>N/A</p> <p><b>Permanent Fix:</b></p> <p>Next software release</p> <p><b>Updates:</b></p> <p>Defect report upon request</p>
<b>Severity 4: Minor</b>	<p>A core function or feature is failing in rare or difficult to reproduce scenarios Or</p> <p>A non-core function or feature is working imperfectly in one of its commonly used scenarios</p>	<p><b>Response Time:</b></p> <p>5 working days</p> <p><b>Recovery:</b></p> <p>N/A</p> <p><b>Updates:</b></p> <p>N/A</p>	<p><b>Workaround / Patch:</b></p> <p>N/A</p> <p><b>Permanent Fix:</b></p> <p>May be resolved in next software release</p> <p><b>Updates:</b></p> <p>Defect report upon request</p>
<b>Severity 5: Trivial</b>	<p>A feature is working, but not as preferred or expected and with no real detriment to system functionality</p>	<p><b>Response Time:</b></p> <p>5 working days</p> <p><b>Recovery:</b></p> <p>N/A</p> <p><b>Updates:</b></p> <p>N/A</p>	<p><b>Workaround / Patch:</b></p> <p>N/A</p> <p><b>Permanent Fix:</b></p> <p>May not be resolved</p> <p><b>Updates:</b></p> <p>Defect report upon request</p>

### **15. Warranty, ATS and Annual Maintenance Contract**

Bidders shall provide warranty, ATS, and maintain the IT infrastructure and software infrastructure for the entire solution provided to BSEB. As part of the transition exercise for the support services the Bidders is expected to develop a work plan for the knowledge sharing as per scope defined in this bidding document for use in future phases of the project. The services covered under post implementation support include: -

- i. Comprehensive Warranty for three years from the date of **successful commissioning and implementation**.
- ii. Comprehensive AMC/ATS services from the date of completion of Warranty on all the licensed software (IT product, associated software components, database, operating systems, etc.) provided by the Bidders till 2 years from the date of **Warranty**.
- iii. Helpdesk and Client Side Support services for 5 years from the date of Final Go-Live
- iv. Software maintenance and support services for 5 years from the date of Final Go-Live
- v. Application functional (operational) support services for implemented IT Solution for 3 years from the date of Final Go-Live

#### 16. Key Personnel Requirement

Component Description	Number of Resources	Deployment period in months(y)
Deputy Director(IT)	BSEB representative	Work with Agency for implementation
Project Manager	1	10 Months
Enterprise Architect	1	10 Months
Programmer	2	3 Yrs
<b>BSEB Programmer</b>	<b>4 persons</b>	<b>Work with Agency for implementation</b>
System/ Business Analyst	2	10 Months
Help Desk Executive	1	10 Months
Database Administrator	1	3 Yrs

#### 17. DMS deployment and Hosting

- DMS hosting will be done at BSEB (both application and database server).
- BSEB will provide only required no of machines/Hardware to run the DMS successfully.
- Any Software with licensing will be borne by the bidder.

#### 18. Deliverables, Timelines and Payment Milestones

S. No	Module	Go Live Phase	TimeLine (in days) (Finalization of SRS of module =T)	Payment Milestone
1	Database Re-structure	Phase 1	30 days from Work Order release	60% of PO value within 30 days of GO LIVE of each module and 40% After one year of successful completion of Project as per bid.
2	Cash Counter Management System	Phase 2	T + 30	
3	Online Document Management System	Phase 2	T + 30	
4.	Grievance Redressal Module	Phase 2	T + 60	

**SECTION VI**  
**Technical Bid**

Name of company/Firm		
Year of Establishment		Attachment
Address		
Phone with std code		
Mobile		
Email id		
PAN No		Attachment
GST NO		Attachment
Type of company prop. /partners/ private limited.		Attachment
<p>The bidder must have completed <b>One project of Document Management System/ Enterprise Resource Planning of contract value at least Rs 1 (one) crore and minimum 1 lakh records transaction in the last 5 (Five) years</b> (2014-15, 2015-16, 2016-2017, 2017-2018 and 2018-19) in any Government department (Central/State), University (Central/State), PSU, Examination Board (Central/State) or any Public Service Commission.</p> <p style="text-align: center;"><b>OR</b></p> <p>The Bidder must submit self-certified copy of full/partially completion of two ERP/Similar Projects each of contract value at least Rs 1 (one) crores and also payment certificate from competent Authority of concerned Department of at least 50% of contract value of two projects, each of at least Rs 50 (fifty) lakhs and 50,000 records transactions in any Government department (Central/State), University</p>		(Copy of work order) Attachment

Central/State), PSU, Examination Board (Central/State) or any Public Service Commission.		
Average Annual Turnover (AAT) during for any last three financial years out of four financial year (2015-16, 2016-2017, 2017-2018 and 2018-19) should be at least Rs. 5 (Five) Crores or more		Attachment Audited Profit and loss statement and ITR
2015-2016		
2016-2017		
2017-2018		
2018-2019		
Blacklisted / debarred?		(Self certified letter) Attachment
BID Form (Section VIII)		Attachment
Declaration about relationship with BSEB Employee in affidavit		Attachment
About company premises (Owned/rented Area)		Attachment

**Certified that all the terms and conditions of this TENDER, in view of scope of work, are accepted by us.**

**Dated ..... Signature of the Owner with rubber seal of the firm**

## SECTION-VII

### Financial Bid

Rates for “Automated Document Management System integrated with Examination record and Database re-Structuring”.

Certified that after going through the above terms & conditions with scope of work attached, I/We submit our rates exclusive of GST:

Sl.No.	Activity	Rate in Figure in Rs (Exclusive of GST)
<b>1.</b>	<b>Database Re-structure</b>	
1.1	Database restructuring	<b>F1</b>
1.2	Database migration	<b>F2</b>
<b>2.</b>	Rate for “Automated Document Management System integrated with Examination record and database re-Structuring” as per scope of work	
2.1	Cash Counter Management System	<b>F3</b>
2.2	Online Document Management System	<b>F4</b>
2.3	Grievance Redressal Module	<b>F5</b>
<b>3.</b>	<b>Communication and Notification management</b>	<b>F6</b>
<b>4.</b>	<b>Application deployment automation</b>	<b>F7</b>
<b>5.</b>	<b>Dashboard and reporting</b>	<b>F8</b>
<b>6.</b>	<b>Maintenance (rate per year for 5 Years)</b>	
6.1	Database Maintenance	<b>F9</b>
6.2	Application Maintenance	<b>F10</b>
<b>7.</b>	<b>Rate for Customisation(rate per week Manpower)</b>	
7.1	Project manager	<b>F11</b>
7.2	Database Administrator	<b>F12</b>
7.3	Senior Programmer	<b>F13</b>
<b>TOTAL Financial Bid</b>		

**For the purpose of selection, financial bid with lowest total financial value (L1) as per following formula shall be qualified for awarding the tender:-**

**Total Financial value(F)**

**= F1+F2+F3+F4+F5+F6+F7+F8+F9+F10+F11+F12+F13**

Rates must be exclusive of GST. Service tax is not applicable as The Board is exempted from service tax. **The Financial bid is to be submitted through e-Tender mode only.**

For the purpose of selection, financial bid with lowest total cost shall be qualified for awarding the tender.

Authorized Signatory \_\_\_\_\_ (with name and seal)

Firm: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Fax \_\_\_\_\_ Email: \_\_\_\_\_

BANK GUARANTEE FORMAT FOR SECURITY DEPOSIT

Guarantee No.....  
Amount of Guarantee Rs.....  
Guarantee cover from Dated: .....  
To Dated: .....  
Last date for Lodgement of claim : .....

In consideration of ..... (hereinafter called “Beneficiary”) having agreed to exempt ..... Ltd., having its Registered Office situated at .....(hereinafter called “the service provider”) from the demand of Security Deposit of Rs. .... (Rupees.....only) under the terms and conditions of Tender Notice No.....dated .....(Hereinafter called the “said Tender”) for the due fulfilment by the said service provider of the terms and conditions contained in the said Tender, on production of the Bank Guarantee for Rs.....(Rupees..... only), at the request of the Service provider\_\_\_\_\_ (Name of Bank issuing Guarantee), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act ,1970 having its Head Office \_\_\_\_\_ amongst others a branch at ..... (hereinafter referred to as “the Bank”) has agreed to give following guarantee in favour of the beneficiary for an amount not exceeding Rs..... (Rupees..... Only) against any loss or damage caused to or suffered or would be caused to or suffered by reason of any breach by the said the service provider of any of the terms and conditions contained in the said Tender and agreement for a period of 5 years from the date of completion of work.

1. We, .....office at..... (the Bank) do hereby undertake to pay the amount payable under this guarantee without any demur merely on a demand from the beneficiary stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by reason or any breach of the terms and conditions contained in the said Tender or by reasons of the obligator’s failure to perform the said Tender. Any such demand in writing made on the Bank shall be conclusive as regards the amount due and payable by the Bank under the guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
2. We,.....(the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Tender and that it shall continue to be enforceable till all the dues of the beneficiary under or by virtue of the said Tender have been fully paid and its claims satisfied or discharged or till the beneficiary certifies that the terms and conditions of the said have been fully discharged this guarantee. Unless a demand for claim under this guarantee is made on us in writing on or before 13.04.2025...we shall be discharged from all liabilities under this guarantee thereafter.
3. We, the Bank further agree that the beneficiary shall have the fullest liberty, without consent and without effecting in any manner or obligations hereunder, to extend time of performance by the said Supplier(s) from time to time or to postpone for any time any of the powers exercisable by the beneficiary against the said the service provider and to forbear or enforce any of the terms and conditions relating to the said Tender and we shall not be relieved of our liability by reason of any extension being granted to the said the service provider for any forbearance, act or omission on the part of the beneficiary or any indulgence by the beneficiary to the said the



service provider or by any such matter or thing whatsoever which under the law relating to sureties would not for this provision have effect of so relieving us.

4. We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the beneficiary in writing.
5. Notwithstanding anything herein contained, the Bank's liability under this guarantee shall be limited to Rs..... (Rupees ..... only) and stand completely discharged and all your rights under this guarantee shall stand extinguished if no claim or demand is made upon the Bank in writing on or before ...13/04/2025... (date) and all your rights under the said guarantee shall be forfeited and the Bank shall be deemed to be relieved and discharged from all liabilities there under.

PLACE:

DATE

SIGNATURE

*Declaration regarding near Relationship with BOARD Employee*

I \_\_\_\_\_ S/o \_\_\_\_\_

R/o \_\_\_\_\_

\_\_\_\_\_

Hereby certify that none of my relative(s) as defined in the Tender / Bid document is / are employed in BOARD. In case at any stage, it is found that the information given by me is false/ Incorrect, BOARD shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

Signature:

Name:

Signed in capacity of:

Date:

(ON A STAMP PAPER OF Rs..... (As applicable))  
**UNDERTAKING**

Tender No. : PR -

Dated:

To

The Secretary  
Bihar School Examination Board,  
Patna-800017

**Sub: Design, development & implementation of Automated Document Management System integrated with Examination record and Database re-structuring**

Dear Sir,

1. Having read the conditions of contract and services to be provided, the receipt of which is hereby duly acknowledged, we, undersigned, offer to provide the required Services for the work with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake, to enter into agreement as early as possible of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
3. If our Bid is accepted, we will obtain the guarantees of a Nationalized/Scheduled Bank for a sum not exceeding 10% of the contract sum for the due performance of the Contract.
4. We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted of any time before the expiration of that period.
5. Until an agreement is signed and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent Re-placement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this ..... Day of .....20.....

Signature of incapacity of

Duly authorized to sign the bid for and on behalf of

Witness .....

Address .....

Signature

Signature of the Bidder with seal

**Declaration Letter of Maintaining Confidentially, Privacy and Security of  
Data**

Ref. No.: ..... Date: .....

To,

The Secretary

Bihar School Examination Board,

Patna-800017

**Subject:** Declaration letter for maintaining confidentiality, privacy and security of BSEB  
data  
and information.

**Reference:** [Tender Ref. No.: PR-\_\_\_\_\_]

Dear Sir,

With respect to the above tender, I/We hereby affirm that our organization and our personnel will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the Board. I/we will take appropriate actions in respect to its personnel to ensure the obligations of nonuse and non-disclosure of confidential information.

Thanking you,

Your sincerely,

\_\_\_\_\_  
(Signature with Date and Stamp)

Name

Designation

Company Name